

ADDENDUM #1 TO OBSERVATION REPORT #80

KPMG observed two instances of unexpected responses to erred pre-orders.

Issue 80.3

KPMG submitted a pre-order requesting a BA-MA business directory listing (110031PM0G000003). KPMG populated the STYC field with “SL” and the FIRSTLVLSUBCAP field with “%”. According to the Business Rules v 2.7.1, the FIRSTLVLSUBCAP field is used when the STYC field is populated with “CH”, “CI”, and “CS”. To request a Caption Header, the STYC field must be populated with “CH” and the FIRSTLVLSUBCAP field must contain a “%”. Since the STYC field contained “SL” while the FIRSTLVLSUBCAP field contained a “%”, an error was expected. KPMG received a valid DL response instead.

Issue 80.4

Similarly, KPMG submitted another pre-order requesting a BA-MA business directory listing (110031PM0G01003). KPMG populated the STYC field with “SL” and FIRSTLVLSUBCAP field with “PARTSSERVICE”. According to the Business Rules, to access a Caption package beginning with a specific Subcaption, the STYC field must be populated with “CH”, “CI”, or “CS”; and if the Subcaption contains 12 characters or less, the complete listing, excluding any spaces and special characters, is required in the FIRSTLVLSUBCAP field. Since the STYC field contained “SL” while the FIRSTLVLSUBCAP field contained “PARTSSERVICE”, an error was expected. KPMG received a valid DL response instead.

Assessment

The receipt of valid DL responses for erred pre-orders may result in users incorrectly populating fields and submitting additional erred pre-orders to BA.